

# IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

## HUMAN RESOURCES ENTERPRISE

### EXECUTIVE OFFICER 5

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#### DEFINITION

Performs non-supervisory program management work directing programs that organizationally constitute a division, represent a major part of an agency's total operations and involves regular participation in policy decisions that impact all agency programs and services; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

#### WORK EXAMPLES

Develops or directs the development of a program/project plan including a mission statement, goals/objectives and policies/procedures; determines financial/technological resources, staffing requirements and evaluation/reporting procedures.

Develops or directs the development implementation/evaluation methodology and coordinates all aspects of the program/project in its various stages with all individuals functionally assigned to the program/project.

Drafts or directs the drafting of internal procedures for improving coordination between staff; keeps employees informed of management goals/objectives and ensures that new or revised procedures are implemented; works to maintain/improve working relationships with internal agency components, community groups and other state, local, or federal agencies.

Collaborates with the highest levels of agency management on organizational/financial management matters; evaluates/resolves operational problems and prepares supporting justification for equipment, facilities, budget, and staffing; attends management planning/policy-making meetings and provides necessary input.

Serves in a leadership capacity or as a key player in activities that involve representatives from the community, business, politics and service providers.

Maintains contact with businesses, interest groups and other public/private organizations through written business communications (reports, letters, memos and position papers) and makes oral presentations.

Drafts or directs the drafting administrative rules, legislative proposals and policies/procedures; determines their impact and informs agency management, customers and program/project staff.

Analyzes a variety of information (e.g., state and federal laws, rules or regulations) and recommends solutions for resolving program/project administration problems.

#### COMPETENCIES REQUIRED

Knowledge of the principles, theories, techniques and trends applicable to public administration including financial and resource management, labor relations, objective/plan development, coordination, communication, evaluation, and public relations.

Knowledge of the organizational structure, functions, procedures and applicable regulatory requirements for the organization served.

Knowledge of the social, environmental, legal, technological and political factors impacting the programs and services delivered.

Knowledge of source materials, guidelines and methods to solve complex problems not always covered by precedent.

Knowledge of the Iowa General Assembly and U.S. Congressional legislative/governmental processes.

Ability to coordinate people and resources required to accomplish objectives without use of supervisory authority.

Ability to read and interpret complex federal/state laws, rules, regulations and procedures.

Ability to present managerial, technical, and business related material in writing to a wide variety groups, persons, and clients.

Ability to speak to groups and individuals with a wide variety of communication skills, interests, needs, and conflicting views.

Ability to solve program administrative and service delivery problems requiring the evaluation of information from a variety of sources with few precedents.

Ability to see problems, situations, or people from different perspectives.

Ability to focus on the key elements of complex programs.

Ability to develop and foster teamwork and motivate a group not bound by organizational authority.

Sufficient stability to respond to intensely emotional reactions, to adjust to work pressures, change, or difficult situations without being negatively impacted by stress.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

Sufficient stability to respond to intensely emotional reactions, to adjust to work pressures, change, or difficult situations without being negatively impacted by stress.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four year college or university and the equivalent of six years of full-time management oriented experience in a recognized administrative support area, e.g., finance, personnel, engineering, law, regulation, human resource management, data processing, program research or evaluation;

OR

substitution of experience of the caliber and scope indicated above for the required undergraduate college education on the basis one year of qualifying experience is equivalent to one year of undergraduate education;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience;

OR

substitution of twenty-four hours of graduate level coursework in a special program curriculum, e.g., Social Work, Law, Education, Engineering, Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of twelve months of full-time experience as an Executive Officer 3 or two years as an Executive Officer 2 or comparable level management level positions shall be considered as qualified.

### SELECTIVE CERTIFICATION

For designated positions, the appointing authority may, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

006	agriculture	453	nursing
010	amusement rides - inspection, installation, maintenance	500	passenger endorsement
025	American sign language (ASL)	518	physical sciences
035	engineering	524	personnel
038	air brakes unrestricted	535	public health
054	biological sciences	538	purchasing
107	criminal justice (including enforcement, courts, corrections)	596	refugee resettlement services
109	curator - museum management	598	retail sales management
112	civil rights/affirmative action	602	real estate
118	commercial drivers license class B	661	statistics
120	unrestricted chauffeurs license class D	701	teleprocessing/data communications
140	data processing	709	transportation planning
146	disabilities		Information Assurance
186	education	720	policy development
193	employment service programs	721	risk management
208	financial management accounting, auditing, budgeting, economics, finance)	723	security awareness, training and education
280	human/social service programs	724	privacy
289	hazardous materials endorsement	725	security audits
313	industrial hygiene	727	risk assessment
317	investigations	729	business continuity/disaster recovery
354	law degree	734	security program development and implementation
358	library science		
397	mental health	749	veterinary medicine, Dr.
406	mass communications	752	vocational rehabilitation
407	psychology	875	architecture (registered)
449	natural sciences	880	marketing
450	natural resources		

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

Effective Date: \_\_\_\_ 1/06 \_\_\_\_ DF